

# PETRE POPESCU

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## About me

A creative professional problem solver with a best of both worlds background in troubleshooting and programming. Quick to master new technologies, experienced in a fast-paced multi-cultural environment and passionate about delivering high quality results.

## Experience

July 2016 - Present	<div><div>Azure App Services Support Engineer</div><div><b>MICROSOFT</b></div><div>Bacon ipsum dolor amet ground round fatback brisket landjaeger, pancetta prosciutto beef ribs doner chicken biltong sirloin leberkas venison short loin beef. Frankfurter flank ham, tri-tip brisket corned beef beef shoulder pancetta ground round ribeye beef ribs leberkas boudin pastrami. Swine hamburger brisket beef ham. Beef ribs tail meatloaf, chuck rump sausage short ribs alcatra hamburger tenderloin meatball.</div></div>
July 2015 - June 2016	<div><div>Bug Diagnostics Engineer - Customizations Technical Lead</div><div><b>ORACLE</b></div><div>As a Technical Lead my focus was shifted towards team enabling. This includes handling escalations, technical guidance, skill assessment, management meetings and handling ambiguous situations. During this period I have on-boarded three new hires using one-on-one training sessions and shadowing techniques.</div></div>
July 2015 - June 2016	<div><div>Bug Diagnostics Engineer - Customizations</div><div><b>ORACLE</b></div><div>Bug Diagnostics Engineers are the top support tier in Oracle. Focused on customizable areas of Oracle Service Cloud, public APIs and other integrated products (Oracle Policy Automation, LiveLook, Oracle Social Network, etc.), this position requires diagnosing and documenting both product and documentation defects, a strong collaboration with the development team and working with technical customers for troubleshooting custom integrations and implementations.</div></div>
July 2015 - June 2016	<div><div>Technical Support Engineer</div><div><b>ORACLE</b></div><div>Technical support for the Oracle Service Cloud (formerly known as RightNow) cloud-based CRM. During this period I was part of the 'First Responders' team as a first point of contact for customers.</div></div>
July 2015 - June 2016	<div><div>Software Developer</div><div><b>KA&amp;TE ASSOCIATES</b></div><div>Developing custom PHP-based web-apps and websites either from ground-up or by adapting existing website frameworks, testing and identifying any technical issues.</div></div>
July 2015 - June 2016	<div><div>System Administrator</div><div><b>KA&amp;TE ASSOCIATES</b></div><div>Monitoring and maintaining the computer systems, servers, databases and network of clients; Troubleshooting software and hardware issues; Upgrading and optimizing information systems; Offering direct support and feedback to clients via phone, email or a ticketing system.</div></div>

## Soft Skills

Almost 4 years of experience in direct customer support in an international and multi-cultural environment Both a great team worker and an emphatic leader with experience in setting the team up for success by understanding individual needs and offering the proper help with long term positive effects. Fluent in English and Romanian.

## Technical Skills

Pork brisket pork loin short ribs sirloin jerky filet mignon ball tip ground round biltong leberkas. Pastrami salami tri-tip porchetta pork loin pig tenderloin meatloaf rump filet mignon corned beef sirloin fatback. Tenderloin pork chop pastrami rump, strip steak flank bacon landjaeger. Short loin bresaola pastrami pig pork loin porchetta shankle. Meatball tongue ball tip, kielbasa jowl alcatra sausage spare ribs pastrami pork bresaola jerky. Shankle jerky landjaeger shank ham hock, porchetta brisket venison filet mignon pig bacon pork chop sirloin. Kielbasa rump boudin cow andouille t-bone alcatra beef ribs doner porchetta biltong frankfurter strip steak.

## Certifications

Exam 533 - Implementing Microsoft Azure Infrastructure Solutions

**Issuer:** Microsoft

**Date obtained:** June 2017

Certificate in Advanced English - Council of Europe Level C1

**Issuer:** University of Cambridge

**Date obtained:** June 2016

## Education

2013-2015

Master of Engineering (MEng) - Database Administration

**"POLITEHNICA" UNIVERSITY OF BUCHAREST - FACULTY OF AUTOMATIC CONTROL AND COMPUTER SCIENCE**

Field of Study: Data Modeling/Warehousing and Database Administration.

Dissertation thesis: Software solution for optimization personnel recruitment based on data mining technologies - "Recruitment Helper"

2008-2012

Bachelor of Engineering (BEng) - Applied Electronics

**"POLITEHNICA" UNIVERSITY OF BUCHAREST - FACULTY OF ELECTRONICS, TELECOMMUNICATIONS AND INFORMATION TECHNOLOGY**

Field of Study: Electronics and Telecommunication with a focus on applied electronics.

Diploma thesis: Residence Automation based on integrated programmable devices.

2004-2008

Highschool

**"ALEXANDRU IOAN CUZA" THEORETICAL HIGH SCHOOL OF BUCHAREST**

Mathematics and Programming, intensive Programming program